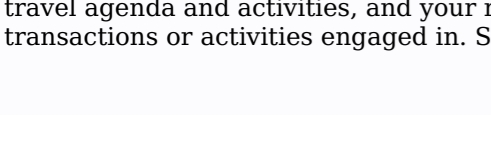
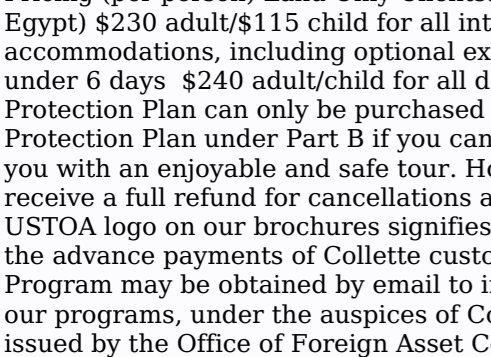
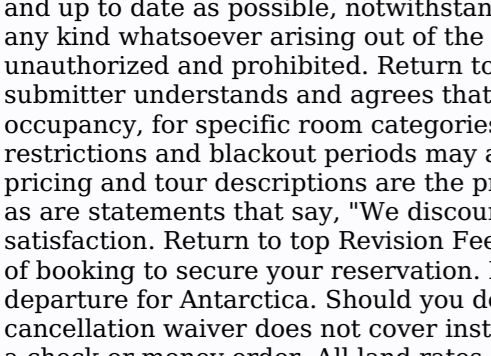
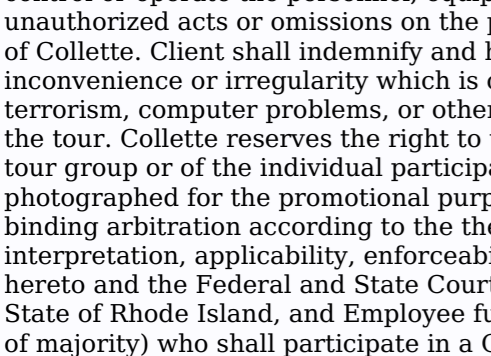
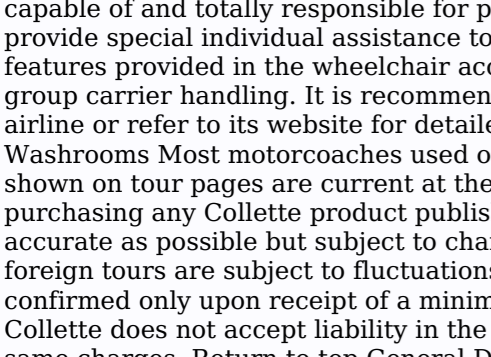
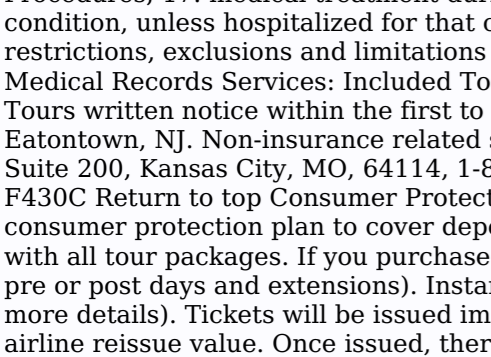
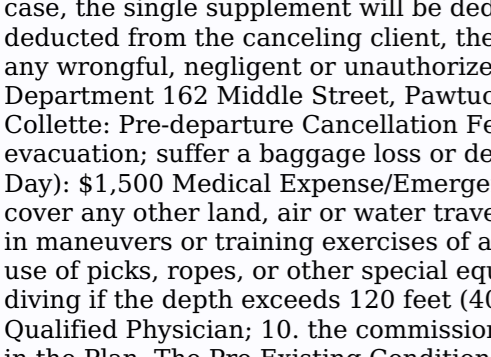
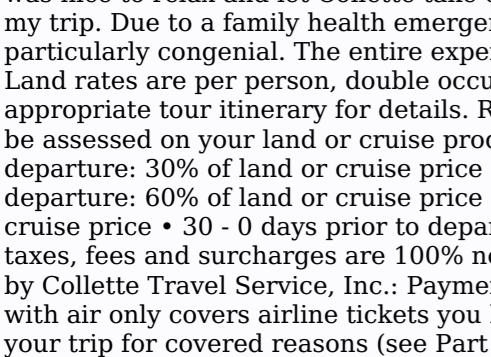
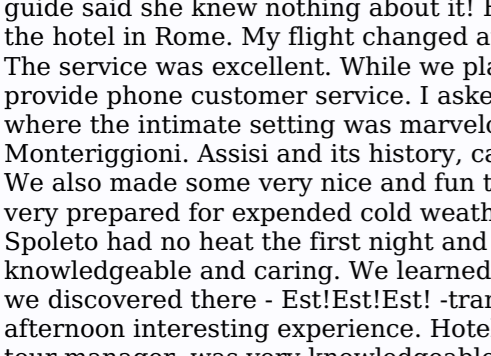
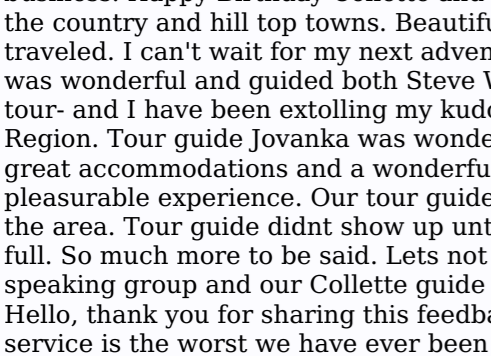
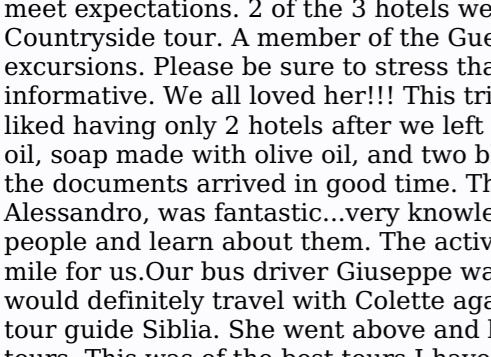
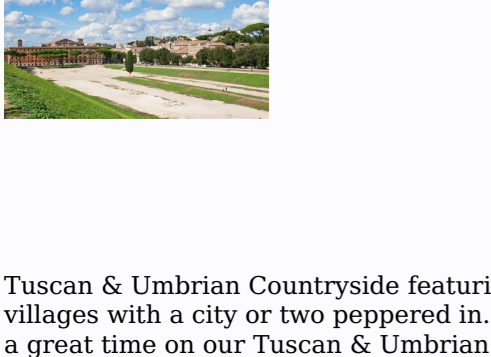


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Tuscan & Umbrian Countryside featuring Italy's Charming Hill Towns From \$2,699 pp/ Book Now Other than our flights which, in one case were booked too closely and we missed our connection (and I HAVE YET ago hear back from Collette), and on the way home the trip was WAY TOO LONG). The rest of the trip was great! I loved visiting the small villages with a city or two peppered in. The guide and driver we had during the whole trip were outstanding. Mariangela and Pasquale made us feel comfortable and well taken care of. All of the experiences and local guides were excellent. We really enjoyed the overall tour experience. Thank you for sharing your feedback and pleased to hear you had a great time on our Tuscan & Umbrian Countryside tour. We appreciate your business and hope to travel with you again soon! Collette Support The tour manager was amazing. Dario was personable, responsible and helped get the whole group excited every day. He told us stories about the people and culture and made sure we all always felt safe. I loved seeing how beautiful it was made. It was so fun to spend time on the farm and learn from the people who are doing it. This is my 3rd Collette tour and as usual, it was excellent. The tour guide, Antonella Regi, was exceptional and the small group excursion was very nice. All of it, small group, exceptional tour guide/manager. Entire tour did not meet expectations. 2 of the 3 hotels were located remotely requiring long trips on the bus. Food was average which is difficult to do in Italy. Local guides were weak. I have provided a more extensive review to customer service. See above comments. Tour was disappointing. Thank you for traveling with Collette on our Tuscan & Umbrian Countryside tour. A member of the Guest Relations Team will be reaching out to discuss your feedback. Collette Support Choice of hotels and meals Wine tasting and cooking class plus meals Tour manager excellent. Hotels and meals great The history, wine and cooking class. The Tuscan-Umbrian tour was delightful! Well thought out and fun excursions. Please be sure to stress that there is a LOT of uphill walking on uneven surfaces....a consideration for older tourists to take into account. Luciana Lyons was a huge part of the success of this excursion. Her bubbly personality was infectious and she made everyone feel special. Her commentary throughout the trip was interesting and informative. We all loved her!!! This trip was very well planned. Our tour manager, Alessandro Bindi was exceptional. Since he was from the area, he was able to give us additional information on Italy and the Tuscany and Umbria regions. I was very pleased to have a group of 16 rather than the much larger groups I have been in before. I particularly liked having only 2 hotels after we left Rome. Both hotels were ideal. Two high points were the Umbrian cooking class and the lunch provided by a local family at their country home. With the exception of one night in Rome and one day in Florence we were in much smaller towns, which gave us a different view of Italy. I bought 4 bottles of wine, olive oil, soap and candles and was so happy with my purchases. Our tour with Collette and, as always, excellent service and a very good tour. Sadly our last visit to Collette UK office is closing next year. Excellent tour of smaller, less visited hilltop towns. The tour was very well organized. The booking, by phone, was easy and the documents arrived in good time. The tour manager was exceptional! Every day was busy, hot and tiring but absolutely fantastic! We had good local guides at each of the towns we visited. The hotels were very good and the included meals were excellent. The cookery class was really good. The trip and activities planned were great. Our tour guide, Alessandro, was fantastic...very knowledgeable and accommodating. The only really negative thing was the heat, but that was not in your control! I would definitely recommend Collette. I like the smaller group. This is the first tour I've been on. Most of my travel has been with one to four people with a personal tour guide. It was fun to meet new people and learn about them. The activities they planned were great. Such as the meal prepared by an Italian lady. They made us feel like family. Also their son played the piano for us. We also had a cooking class and then ate the food. We learned how to make olive oil, cut alabaster and make cheese. Our guide Matteo was incredible and went the extra mile for us. Our bus driver Giuseppe was excellent. Countryside breathtaking. I am primarily impressed with Chuck Cinelli, who uses Collette as his travel agency. We were treated with great love and caring by our guides. The included experiences and the local experts created a rich and immersive experience. The accommodations were fantastic. I would definitely travel with Collette again. The tour moved smoothly from one experience to the next. Our tour manager was full of valuable suggestions for interesting ways to utilize our free time. Staying in the smaller towns allowed me to feel less like a tourist and experience the daily life of a local. This was one of my best trips. I must thank our tour guide Sibilla. She went above and beyond. Our bus driver Luigi was great and kept us safe. Everyone on the bus was out to have a great time and we all did. We all got along. Our accommodations were the best and the tours were exceptional. We had plenty of free time to explore. I would definitely recommend Collette especially the small group tours. We also made some very nice and fun trip friends. Mary and Nancy, who made the trip more enjoyable with many laughs. Our tour manager was exceptional. *Personal details removed by Feefo*, and in addition to his tour management capabilities, he can sing beautifully. The weather during our tour was cooler than I expected so it's a reminder to be prepared for extended cold weather or it could have gotten warm and Italy mandates no A/C until 6/11. We recommend this tour and Collette. Very good tour thanks to Steve our guide. Hotel's did not meet the expectations presented within our marketing materials. We felt like we got the second tier rooms were stayed. Rome was too noisy. Spoleto had no heat the first night and I got a cold, and Mannaioni the room was too hot and with the window open were attacked by mosquitos. If you can't sleep, you can't enjoy touring being weary! Tour seem to be pinching pennies as you had to buy water on the bus. This tour was everything we hoped for and more. Our guide was so knowledgeable and caring. We learned and we laughed - a lot. The hillside towns that we visited in Umbria and Tuscany were exquisite villages frozen in time and Florence was truly where the Italian Renaissance was born. We were treated to wine often and the wineries we visited were interesting and generous. In the words of my favorite wine that we discovered there - Est!Est!Est! - translated This is it! This is it! This is it! - you won't be disappointed. Thank you The tour of Siena was wonderful and informative and the city is beautiful and different. I really enjoyed this day. Tour guide exceptional, organized, personable and knowledgeable. Sites interesting, full experience. Farm house afternoon interesting experience. Hotel staff very helpful. transport company that was to meet with me at arrivals Rome Airport failed me and should be fired. Other participants of tour who were to be transported also struggled to find them. Great wineries and hotels would definitely take another Collette tour! Best vacation we have ever taken! Our tour manager, was very knowledgeable, organized and entertaining. We were able to go to places that we would have never found on our own. Loved the local guide, Romana. Lunch at the private home was outstanding. Everything about the trip exceeded our expectations! They are fantastic. We just came off of our own individual pre-vacation, and it was nice to relax and let Collette take care of all the arrangements and problems. I would recommend the company. My favorite day was the trip to the olive oil factory and the cooking class. We got great service from Collette. A minor complaint is confusion about whether it is a Canada or US based company - I was sent the US-based form to review my trip. Due to a family health emergency, my travel companion could not travel so we are very glad we purchased cancellation insurance. However, in the end, I went alone and had a marvelous time. A very well planned tour with a varied itinerary. Nice pace. Wonderful experiences. Excellent hotels. It may have been luck that the group was small and particularly congenial. The entire experience was delightful. My favourite part was the stay in Umbria where we stayed in lovely Spoleto and visited places I doubt many tourists find. Page 2 Click on any of the links below for IMPORTANT RESERVATION INFORMATION, relevant disclaimers and our Reservations and cancellation policies. Land Rates Land rates are per person, double occupancy. Availability of departures at the prices noted in the brochure is limited. For current prices, please see our website. Government taxes and fees are additional. Land rates are guaranteed at time of deposit. Certain taxes/fees are to be paid upon exiting the country in local currencies. Please refer to the appropriate tour itinerary for details. Return to top Cancellation Charges Cancellations of confirmed bookings and transfers to new travel dates both result in penalties and fees assessed by travel suppliers. If you have not purchased waivers, and you need to transfer or cancel for any reason prior to your departure, the following cancellation fees will be assessed on your land or cruise product. Air is 100% nonrefundable once paid in full. If cancelled prior to being paid in full the following cancellation fees will also apply to air. (*see cancellation and unused services waiver fees and exceptions): • More than 60 days prior to departure: a non-refundable deposit will be retained • 60 - 16 days prior to departure: 30% of land or cruise price • 15 - 1 day prior to departure: 50% of land or cruise price • Day of departure and after: 100% of land or cruise price Exceptions: Ocean Cruises: • More than 90 days prior to departure, a non-refundable deposit will be retained. • 90 - 61 days prior to departure: 35% of land or cruise price • 60 - 31 days prior to departure: 60% of land or cruise price • 30 - 0 days prior to departure: 100% of land or cruise price River Cruises: including Europe, Russia, Egypt and China • More than 90 days prior to departure, a non-refundable deposit will be retained. • 90 - 61 days prior to departure: 50% of land or cruise price • 60 - 31 days prior to departure: 85% of land or cruise price • 30 - 0 days prior to departure: 100% of land or cruise price Galapagos & Antarctica: • More than 120 days prior to departure: non-refundable deposits will be retained • 120 - 90 days prior to departure: 60% of land or cruise price • 89 - 0 days prior to departure: 100% of land or cruise price • Instant purchase air and its associated taxes, fees and surcharges are 100% non-refundable at time of reservation. Upon cancellation of transportation or travel services where you, the customer, are not at fault and have not cancelled in violation of the terms and conditions above, you will be refunded 100%. Return to top Cancellation Waiver & Insurance Plan Part A Waiver Only provided by Collette Travel Service, Inc.. Payment of a per person Travel Protection Plan fee guarantees a full refund of all payments (including deposit), except the Travel Protection Plan fee itself, made to Collette for travel arrangements in case of cancellation of your travel plans for any reason prior to the day of departure. The Travel Protection Plan fee with air only covers airline tickets you have purchased from Collette. Exception: If you originally purchased nonrefundable airline tickets, the Travel Protection Plan does not provide a refund for the airline tickets, taxes or fees, in the event of a cancellation. This air ticket may be covered by Collette's Travel Protection Plan under Part B. If you cancel your trip for covered reasons (see Part B for more details), Collette's Travel Protection Plan protects you from penalties in the event you have a need to cancel your entire inclusive tour package up to the day prior to departure. The Travel Protection Plan does not indemnify you from penalties if you choose to cancel partial tour components or air. If you choose to partially cancel your tour, you will be responsible for a revision fee as well as any penalties that are incurred at the time of the cancellation. Collette's Travel Protection Plan does not cover any single supplement charges which arise from an individual's traveling companion electing to cancel for any reason prior to departure. In this case, the single supplement will be deducted from the refund of the person who cancels. (However, the Part B Benefits referenced below include a single supplement benefit of \$1,000 for certain covered reasons, as detailed in Part B) Division of this charge between the two passengers involved is solely their responsibility. If insufficient funds are deducted from the canceling client, the traveling client will be charged the remaining portion of the single supplement. Payment of the Travel Protection Plan Fee (if chosen) must be received by Collette with your deposit. The fee is nontransferable and valid for each applicant only. Collette can assume no responsibility for and cannot be held liable for any wrongful, negligent or unauthorized acts or omissions of any travel agent or travel agency other than that of Collette Travel Service, Inc. itself, and its own employees. Where to Present Part A Claims To request a refund under the Travel Protection Plan, please call Collette and send any unused airline tickets to: Collette ATTN: Customer Service Department 162 Middle Street, Pawtucket, RI 02860 If cancellation occurs prior to departure, contact the Collette Reservations Department. When a client cancels prior to departure, any refunds are processed through the booking agent. Following is an outline of the Services and Insurance Plan Benefits provided. PART A - Benefits Provided By Collette: Pre-departure Cancellation Fee Waiver up to Trip Cost Part B Insurance Benefits provided by United States Fire Insurance Company: On tour, insurance benefits are provided if you: must interrupt your trip or return home early for a covered reason; incur medical expenses for a covered sickness or injury; need medical assistance or evacuation; suffer a baggage loss or delay of more than 24 hours; or are delayed on tour for 12 hours or more for a covered reason. SCHEDULE OF BENEFITS MAXIMUM BENEFIT AMOUNT Trip Interruption: 150% of Trip Cost Single Supplement: \$1,000 Missed Connection: \$1,500 Medical Delay (Up to \$100 per day) \$1,500 Medical Expense: Emergency Evacuation Accident & Sickness Medical Expense: \$25,000 Emergency Evacuation & Repatriation: \$50,000 Accidental Death & Dismemberment: \$25,000 Baggage and Personal Effects: \$1,500 Baggage Delay: \$200 *This benefit is only applicable to Instant Purchase (nonrefundable) air tickets and does not cover any other land, air or water travel arrangements. PART B Insurance Benefit Exclusions & Limitations 1. suicide, attempted suicide or any intentionally self-inflicted injury of You, a Traveling Companion, Family Member or Business Partner booked to travel with You, while sailing or inplane; 2. an act of declared or undeclared war; 3. participating in maneuvers or training exercises of an armed service, except while participating in weekend or summer training for the reserve forces of the United States, including the National Guard; 4. riding or driving in race, or speed or endurance competitions or events; 5. mountaineering (engaging in the sport of scaling mountains generally requiring the use of picks, ropes, or other special equipment); 6. participating as a professional in a stunt, athletic or sporting event or competition; 7. participating in skydiving or parachuting except parasailing, hang gliding, bungee cord jumping, extreme skiing, skiing outside marked trails or heli-skiing, any race, speed contests, spelunking or caving, or scuba diving if the depth exceeds 120 feet (40 meters) or if you are not certified to dive and a dive master is not present during the dive; 8. piloting or learning to pilot or acting as a member of the crew of any aircraft; 9. being intoxicated as defined herein, or under the influence of any controlled substance unless administered or prescribed by a Legally Qualified Physician; 10. the commission of or attempt to commit a felony or being engaged in an illegal occupation; 11. normal childbirth or pregnancy (except Complications of Pregnancy) or voluntarily induced abortion; 12. dental treatment (except as coverage is otherwise specifically provided herein); 13. due to a Pre-Existing Condition, as defined in the Plan. The Pre-Existing Condition Limitation does not apply to the Emergency Medical Evacuation or Return of Remains coverage; 14. any amount paid or payable under any Worker's Compensation, Disability Benefit or similar law; 15. a loss or damage caused by detention, confiscation or destruction by customs; 16. Elective Treatment and Experimental Medical Treatment; 17. medical treatment during or arising from a Trip undertaken for the purpose or intent of securing medical treatment; 18. failure of any tour operator, Common Carrier, or other travel supplier, person or agency to provide the bargained-for travel arrangements for reasons other than Bankruptcy or Default; 19. a mental or nervous condition, unless hospitalized for that condition while the Plan is in effect for You; or 20. a loss that results from a Sickness, Injury, disease or other condition, event or circumstance which occurs at a time when the Plan is not in effect for You. What You Should Know - Benefits in this brochure are described on a general basis only. There are certain restrictions, exclusions and limitations that apply to all coverages and services. This advertisement does not constitute or form any part of the Plan Description or any other contract of any kind. Plan benefits, limits and provisions may vary by state jurisdiction. OUTLINE OF SERVICES ONE CALL 24-HOUR ASSISTANCE SERVICES: Included Global Xpi Medical Records Services: Included To review full plan details online, go to: www.tripmate.com/wpf430C. You will receive a Certificate of Insurance (or Policy, for residents of certain states) and Description of 24-Hour Emergency Assistance Services which describe the benefits and limitations in detail. You may cancel this plan by giving Collette Tours written notice within the first to occur of the following: (a) 10 days from the Effective Date of Your Insurance; or (b) Your Scheduled Departure Date. If you do this, We will refund Your premium paid provided no Insured has filed a claim under the policy. The Part B Insurance benefits are underwritten by: United States Fire Insurance Company, Eatontown, NJ. Non-insurance related services are provided by: One Call 24-Hour Assistance Services and Global XPI are services and are not underwritten by United States Fire Insurance Company. 24-Hour Assistance Service is provided by: One Call Travel Services Network, Inc. Benefits are administered by: Trip Mate, Inc., 9225 Ward Parkway, Suite 200, Kansas City, MO 64114, 1-800-888-7292. (In CA & UT, dba Trip Mate) All Inquiries and Claims under Part B should be reported to the Plan Administrator: Trip Mate, Inc., www.tripmate.com 9225 Ward Parkway, Suite 200, Kansas City, MO 64114 Tel: 800-888-7292. In CA & UT, dba Trip Mate Insurance Agency Refer to Plan Number: P430C Return to top Consumer Protection Plans Collette is a member of the following organizations: The National Tour Association, The United States Tour Operators Association, The Alliance of Canadian Travel Associations, the Travel Industry Council of Ontario, and the Association of British Travel Agents. Some of these associations operate a consumer protection plan to cover deposits placed with any tour operator member. In the case of USTOA, the consumer protection bond is \$1 million. Full details are available from the organizations or Collette. Collette is pleased to give this additional protection to our clients. Return to top Airfare For your convenience, we offer airfare for purchase with all our packages. If you purchase an air inclusive program, your airfare will be quoted inclusive of all fuel, taxes and fees. Your rates are subject to change until paid in full. Seats are limited and may not be available on every flight or departure date. Instant Purchase Non-refundable Airfare includes round trip airport /hotel transfers (excluding pre or post days and extensions). Instant Purchase, Non-refundable Airfare requires full payment at the time of booking. If you purchase the waiver it does not provide a refund for the airline tickets in the event of a cancellation (there is coverage under Part B for Instant Purchase Airline tickets if you cancel your Trip for covered reasons-see Part B for more details). Tickets will be issued immediately and, once issued are non-refundable, may only be changed for a fee up to \$300 plus any difference in airfare for travel in the following 12 months; specific fees and policies may vary by airline. These tickets include an administration fee and round trip airport to hotel transfers of which both hold no airline reissue value. Once issued, there can be no fluctuation in price due to an increase in government taxes or in airline fuel surcharges. Return to top Travelers Needing Special Assistance You must report any disability requiring special attention to Collette at the time the reservation is made.* Collette will make reasonable efforts to accommodate the special needs of tour participants. Such participants, however, should be aware that the Americans with Disabilities Act is inapplicable outside of the United States and facilities inside the United States for disabled individuals are limited. It is strongly recommended that persons requiring assistance be accompanied by a companion who is able to operate the personal, equipment, or operation of these suppliers if used and as such Collette assumes no responsibility for and cannot be held liable for any personal injury, death, property damage or other loss, accident, delay, inconvenience, or irregularity which may be occasioned by reason of (1) any wrongful, negligent, willful or unauthorized acts or omissions of the part of any of the suppliers or other employees or agents, (2) any defect in or failure of any vehicle, equipment, or instrument owned, operated or otherwise used by these suppliers, or (3) any wrongful, willful or negligent act or omission on the part of any other party not under the supervision and control of Collette. Client shall indemnify and hold harmless Collette Travel Service, Inc., its affiliated entities and its and their employees, agents, shareholders, officers, successors and assigns (collectively "Collette"), from all suits, actions, losses, damages, claims or liability for any personal injury, death, property damage or other loss, accident, delay, inconvenience or irregularity which is occasioned by any negligent acts or omissions of Collette arising out of any goods or services provided for this or these trips. Additionally, responsibility is not accepted for losses or expenses due to sickness, lack of appropriate medical facilities or practitioners, weather, strikes, theft or other criminal acts, war, terrorism, computer problems, or other such causes. All services and accommodations are subject to the laws of the country in which they are provided. Collette reserves the right to make changes in the published itinerary whenever, in their sole judgment, conditions warrant, or if Collette deems it necessary for the comfort, convenience, or safety of the tour. Collette reserves the right to withdraw any tour announced. Collette reserves the right to decline to accept any person as a member of the tour, or to require any participant to withdraw from the tour at any time, when such action is determined by the tour manager to be in the best interests of the health, safety, and general welfare of the tour group or of the individual participant. Neither does Collette accept liability for any carrier's cancellation penalty incurred by the purchase of a non-refundable airline or other ticket to the tour departure city and return or otherwise. Baggage and personal effects are the sole responsibility of the owner at all times. Participants may be photographed for the promotional purposes of Collette. Payment of the deposit to Collette constitutes acceptance of these terms and conditions. Return to top Arbitration I agree that any dispute concerning, relating to, or referring to this contract, the brochure or any other literature concerning my trip, or the trip itself shall be resolved exclusively by binding arbitration according to the then existing rules of the American Arbitration Association in the State of Rhode Island. Such proceedings will be governed by and in accordance with substantive Rhode Island law. The arbitrator and not any federal, state, or local court or agency shall have exclusive authority to resolve any dispute relating to the interpretation, applicability, enforceability, conscionability, or formation of this contract, including but not limited to any claim that all or any part of this contract is void or voidable. Return to top Forum Selection This Agreement shall be governed and interpreted pursuant to the laws of the State of Rhode Island by mutual agreement of the parties hereto and the Federal and State Courts in Rhode Island shall have exclusive and sole jurisdiction over any dispute, controversy or suit arising relative to this Agreement. Employee expressly waives any and all objections to any dispute, controversy or suit arising out of this Agreement being adjudicated exclusively in the State or Federal Courts in the State of Rhode Island, and Employee further consents not to bring any suit arising out of this Agreement in any other jurisdiction and any and all litigation must be brought only in and for Courts in the State of Rhode Island to the exclusion of litigation anywhere else in the world. Return to top Family Tours Disclaimer Any minor child (under the age of majority) who shall participate in a Collette Family Tour program must be accompanied by an adult and supervised by an adult during the entire length of the tour. Collette will make reasonable efforts to accommodate the special needs of any minor child during the tour. However, Collette cannot provide special individual assistance to any minor tour participant. The adult travel companion shall be primarily responsible for the conduct and care of the minor tour participant. Collette will not accept any parental responsibility for the minor tour participant. Return to top Web Content Disclaimer Collette shall make all reasonable efforts to keep all information in the WWW servers as accurate as possible, notwithstanding this, the accuracy and timeliness of the information provided cannot be guaranteed. 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A change of departure date within 11 months of departure will be treated as a cancellation and cancellation charges will apply. Return to top Payments A \$250 non-refundable deposit is required at time of booking to secure your reservation. If you have selected instant purchase, non-refundable air, you are required to pay the full air cost in addition to the \$250 deposit at time of booking (all of which is non-refundable). For Antarctica, a \$500 per person deposit is required at time of booking. An additional deposit of \$1000 due 180 days prior to departure for Antarctica. Should you decide to purchase our trip cancellation waiver, you must do so at the time of paying. Payment of a per person waiver fee guarantees a full refund of all payments (including deposit), except for the waiver fee itself, in case of cancellation of your travel plans for any reason prior to the day of departure. Trip cancellation waiver does not cover instant purchase, non-refundable air. The balance is due 60 days before departure on all tours, except cruises. The balance is due 120 days before departure for cruises. Payment may be made by charging to clients' Mastercard, Visa, American Express or Discover (per imprint and signature required) or by sending a check or money order. All land rates are guaranteed upon deposit. TRAVEL AGENTS PLEASE CONTACT: Collette 1-800-611-3361 PLEASE SEND PAYMENTS TO: Collette, 162 Middle Street, Pawtucket, RI 02860 Attn: Accounts Receivable Return to top Cancellation Waiver & Insurance Plan Pricing (Per Person) Collette's Travel Protection Plan Pricing (per person) Land Only Extensions: \$70 adult/\$70 child for all domestic escorted tours under 6 days \$200 adult/\$100 child for all domestic escorted tours of 6 days or more \$250 adult/\$125 child for all international tours 8 days or under (except cruises, Canadian Rockies train tours, Australia, New Zealand, Africa & South Africa tours, South Africa & Egypt tours) \$300 adult/\$150 child for all cruises, Canadian Rockies train tours, Australia, New Zealand, Africa & South Africa tours When purchasing pre- and post-night accommodations, including optional extensions, the number of days will be added to the total number of tour days, and may subsequently alter your Travel Protection Plan fees. Please confirm with your reservation agent at time of booking. Air-Inclusive Clients (Collette Flex Airfare is purchased through Collette) \$100 adult/child for all domestic tours under 6 days \$240 adult/child for all domestic tours of 6 days or more \$280 adult/child for all international tours (except cruises, Canadian Rockies train tours, Australia, New Zealand, Africa, South Africa & Egypt tours) \$350 adult/child for all cruises, Canadian Rockies train tours, Australia, New Zealand, Africa & South Africa tours Collette's Travel Protection Plan can only be purchased by individuals who have purchased Collette Flex Airfare or Instant Purchase nonrefundable air through Collette. Instant Purchase air and its associated taxes, fees and surcharges require full payment at time of reservation and are 100% nonrefundable. This air ticket may be covered by Collette's Travel Protection Plan under Part B if you cancel your trip for covered reasons. Tickets may only be changed for a fee up to \$300 plus any difference in airfare for travel in the following 12 months; specific fees and policies may vary by airline. Return to top Collette's Travel Protection Rest assured that at Collette we do everything within our power to provide you with an enjoyable and safe tour. However, there are times when unforeseen events will occur. To avoid incurring costly charges should this happen, we strongly urge you to invest in Collette's comprehensive, single-package insurance program that will cover you in the event of illness, accidents or travel delay. Unlike most other coverage, you also receive a full refund for cancellations any time, for any reason, prior to the day of departure. At Collette, your safety is always our primary concern. One price, one package, complete protection. Collette is proud to be a member of USTOA (United States Tour Operators Association), an association that represents the tour operator industry. The USTOA logo on our brochures signifies that Collette is a member in good standing and is backed by their million-dollar Travelers Assistance Program. Collette, as an Active Member of USTOA, is required to post \$1 Million with USTOA to be used to reimburse, in accordance with the terms and conditions of the USTOA Travelers Assistance Program, may be obtained by email to information@ustoa.com or by visiting their website at www.USTOA.com. Return to top OFAC License Collette Travel Service, Inc. d/b/a Collette has a general license for people-to-people travel as defined by the Department of Treasury Office of Foreign Assets Control (OFAC) which authorizes registered guests of our programs, under the auspices of Collette, to legally travel to Cuba, to participate and engage in a full time schedule of authorized educational exchange activities in Cuba, which will involve meaningful interaction between you and people in Cuba. Our tour itinerary is intended to meet one of the twelve specific categories of authorized travel as issued by the Office of Foreign Asset Control of the U.S. Department of Treasury (OFAC). Specifically, our programs are intended to meet the people-to-people educational activities delineated under 31CFR 515.565 and as such travel to Cuba is authorized by general license. This general license authorizes registered guests of our programs, under the auspices of Collette, to legally travel to Cuba, to participate and engage in a full time schedule of authorized educational exchange activities in Cuba, which will involve meaningful interaction between you and people in Cuba. Return to top Cuba, Collette will provide you with a Letter of Authorization to confirm your legal travel status, the authorized travel agenda and activities, and your recordkeeping responsibilities. People travelling to Cuba do have some recordkeeping requirements. The following statement will be included in all the passengers' documents: "Each passenger is required to keep a general written record of each day's activities in Cuba as to the various sites visited and transactions or activities engaged in. Such records shall be kept and retained by passenger to be made available for examination upon demand (by OFAC) for at least five (5) years from the date of each transaction. Return to top

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